

TROUBLE CALL/TROUBLE CALL SERVICE VALIDATION

Due to the low individual cost limitation and the high quantity of both trouble calls (TCs) and trouble call services (TCSs), the Government decided it was not cost effective to reclassify or discount work that was initially identified as either trouble call or trouble service at the end of each performance evaluation period. Instead, the Government and Contractor met and agreed on work that was misclassified and arrived at adjusted quantities to be used to address the variation in quantities clause in Section F. Therefore, take into account the work listed in Attachment L-13 is not a refined list.

The Government has not tracked trouble call cost in the current contract nor did it track similar work in the predecessor contract. The Government believes sufficient historical data is available for Offerors to analyze work descriptions and arrive at an average unit cost for their proposal.

The following average quantity information is provided to offer some insight to potential workload associated with trouble calls and trouble call services. The gross column reflects work that was identified to the Work Control Center. The valid column reflects workload that was considered valid. The difference between the values is the result of the Government and incumbent contractor agreeing on work that should not have been counted because it should have been associated with another lump sum contract line item, it should have been combined with other work, it was warranty work, or it was work out of the contract scope. The information provided is for Option Year 1, 2, and 3.

Contract Year	Gross TCs	Valid TCs	Gross TCSs	Valid TCSs
7/1/2004 – 6/30/2005	13,504	13,295	2,032	2,087
7/1/2005 – 6/30/2006	13,350	13,099	2,110	2,189
7/1/2006 – 6/30/2007	13,290	13,095	2,392	2,495